



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



Tshwane South
TVET College

"achieve the future"

SUBJECT: Communication & HR

LEVEL: N6

MODULE/CHAPTER NO:

Module 1 Communication

MEMORANDUM

Telephone message

1.

It is 13:00 on Friday 22 June 20_ . Mr Cyril Black phones to tell your supervisor, Mr Bill Mbeki, about a new contract starting on 1 August. Unfortunately, he is unable to take the call. Mr Black's words are, "This is super huge. I've just heard about it. He must tender ASAP as the tenders close at the end of the month. Please ask him to call me urgently on my cell. I must be at the airport at 15:00. He has my number but take it down anyway. It's 082 018 0630." Draw a telephone message form and write down the message for Mr Mbeki on 9 April at 9:30.

(10)

TELEPHONE MESSAGE

To: Mr Bill Mbeki

Date: 22 June 20_

Time: 13:00

From: Mr Cyril Black

Company: –

Tel: 082 018 0630

Message: Mr Black wishes to discuss a huge new contract with you. He advises you to put in a tender ASAP as tenders close at the end of the month and the contract starts on 1 August. Please call him back urgently on his cell as he must be at the airport at 15:00.

Taken by: Your name

Content	Language	Layout
7	2	1

2.

You are Sonto. You work in Mrs Hill's office. Josh Tsepo phones for Mrs Hill. Write down the following message for her.

You: Mrs Hill's office. This is Sonto. How can I help you?

Josh: Mrs Hill please.

You: I'm sorry, Mrs Hill's unavailable right now. May I take a message?

Josh: Well I must speak to her. Do you know when she will be free?

You: She should be free later this afternoon.

Josh: My name is Josh Tsepo of Angus Security. Please ask her to call me back. It's about an improved alarm system.

You: Certainly. What was your name again please?

Josh: Josh Tsepo of Angus Security.

You: And your telephone number, Mr Tsepo?

Josh: My number is 701 6545 on the Cape Town code 021.

You: Right, that's Mr Tsepo of Angus Security in Cape Town and Mrs Hill can reach you on 021 701 6545.

Josh: Yes, that's right, and I'll be in all day.

You: Great! What is your cell phone number Mr Tsepo?

Josh: It's 083 300 5162.

You: Let me just repeat that. It is 083 300 5162.

Josh: That's right.

You: Thank you, Mr Tsepo. I'll give Mrs Hill the message.

Josh: Thanks. Good day to you.

You: Goodbye Mr Tsepo.

(10)

TELEPHONE MESSAGE

To: Mrs Hillary

Date: 9 April 20_

Time: 10:30

From: Mr Josh Tsepo

Company: Angus Security

Tel: 021 701 6545/083 300 5162

Message: Please call Mr Tsepo back. He will be in all day. It is about an improved alarm system.

Taken by: Sonto

Content	Language	Layout
7	2	1

TOTAL: [20]

Fax

You, Johnny September, work at Fix-It-All Warehouse, 12 Warner Street, KIMBERLEY, 8301. Your telephone number is (053) 464 1931. Your fax number is (053) 464 1930. It is 10 February. Send a fax to Mr Jay Ismael, the manager of Griqua Appliances. His telefax number is (053) 213 5078.

1.

Order the following appliances for the warehouse's newly renovated staff kitchen: 1 x Bosch 326 litre metallic fridge at R7 399 and 1 x Morphy Richards 1,7 litre cordless kettle at R1 299. Mention where you saw the advertisement. Prices include **VAT**. You want delivery by the end of the month and will pay **COD**.

(15)

Fix-It-All Warehouse	
Tel (053) 464 1931	12 Warner Street
Fax (053) 464 1930	KIMBERLEY
fiaw@mweb.co.za	8301
FACSIMILE COVER SHEET	
ATTENTION: Mr Jay Ismael	
FIRM: Griqua Appliances	
FAX NUMBER: 053 213 5078	
FROM: Johnny September	
DATE: 10 February 20_	
NUMBER OF PAGES: 1	
SUBJECT: Order for kitchen appliances	
MESSAGE:	
I wish to order the following appliances as advertised in the Diamond News on 8 February.	
1 x Bosch 326 litre metallic fridge	R7 399
1 x Morphy Richards 1,7 litre cordless kettle	R1 299
All prices include VAT and as usual, I will pay COD. I would appreciate delivery by the end of the month.	
Thank you.	
Johnny September	
<hr/>	
<i>Please let us know if you do not receive all the pages</i>	

(15)

Content	Language	Layout
10	3	2

2.

Mr Ismael writes back to say that he has no more Bosch fridges in stock. He recommends a silver Samsung 309 litre fridge at R6 999 and attaches a flyer. Delivery can be on 27 February at 09:30. He needs confirmation within 3 days. Compile this fax.

(15)

Griqua Appliances

Tel: Any number Any address
Fax: Any number
info@griquaappliances.com

FACSIMILE COVER SHEET

ATTENTION: Johnny September
FIRM: Fix-It-All Warehouse
FAX NUMBER: 053 464 1930
FROM: Jay Ismael
DATE: 10 February 20_
NUMBER OF PAGES: 2
SUBJECT: Order for fridge and kettle

MESSAGE:
Thank you for your order of the Bosch fridge and Morphy Richards kettle. Unfortunately, we have no more Bosch fridges in stock. I recommend the silver Samsung 309 litre fridge. It is an excellent fridge – have a look at the flyer that I have attached. It is slightly smaller, but it costs R6 999 – R400 less than the Bosch.

We can deliver on 27 February 20_ at 09:30. Please let me know by 13 February whether you'd like the Samsung fridge and if the delivery date suits you.

I look forward to your reply.
Jay Ismael

Please let us know if you do not receive all the pages

(15)

Content	Language	Layout
10	3	2

TOTAL: [30]

Memorandum

Luthando works for Clive's Quality Cars and Spares, a dealership that is open Monday to Friday from 07:00 – 18:00. She is responsible for the refreshments and dispensing machine to which staff members contribute R100 each p.m. Over the past **fortnight** a problem has arisen: the hot chocolate powder is being used at **an alarming rate** and the milk supply runs out by midday. If this continues, the hot chocolate may be discontinued. Write a memo to the staff where Luthando informs them about the problem. She makes two suggestions of how to solve the problem. Supply these. She also wants the staff to let her know by Friday **noon** which option they would prefer.

CLIVE'S QUALITY CARS AND SPARES

MEMORANDUM

TO: The staff

DATE: 28 April 20_

FROM: Luthando

TEL: Ext 555

SUBJECT: Problem with hot chocolate and milk

As you know, I am responsible for the refreshments and dispensing machine in the staff room. Over the past two weeks a problem has arisen.

It appears that the hot chocolate powder is being used at an alarming rate and the milk supply runs out by midday. Often both must be replaced for the afternoon session. We have a limited budget for refreshments, so if this continues, the hot chocolate may be discontinued.

To prevent this from happening, I have two suggestions:

- As from tomorrow, everybody is allowed one cup of tea, coffee and hot chocolate per day.
- As from 1 May everybody must contribute R120 each p.m. towards refreshments and the dispensing machine.

I am sure that you all agree that we must share the refreshments equally. Please let me know by Friday at noon which option you would prefer.

Thank you.

Luthando

Formal Invitation

1.

The committee of the Limpopo Young Adults Forum has organised a Youth Festival at the Peter Mokaba Stadium in Polokwane for 16 June 20__ to celebrate Youth Day. Invite the editor of UNCUT, Ms Zenaida Martin, to attend the celebrations which will start at 14:00. She must reply before 7 June. Write this formal third person invitation.

(10)

The committee of
the Limpopo Young Adults Forum
cordially invites
Ms Zenaida Martin
to a Youth Festival to celebrate Youth Day at the
Peter Mokaba stadium in Polokwane on Friday
16 June 20__ at 14:00

RSVP by 7 June 20__
Mary Mashaba
Tel 015 293 4678
Fax 015 293 4679
mm@telkomsa.net

Dress: Casual

2.

Ms Martin accepts the invitation. Write a positive reply.

(10)

Ms Zenaida Martin thanks the chairperson and committee of the Limpopo Young Adults Forum for their kind invitation to attend a Youth Festival to celebrate Youth Day at the Peter Mokaba stadium in Polokwane on Friday 16 June 20__ at 14:00 and accepts with pleasure.

3 Church Street
PRETORIA
0023
Tel 012 701 1656

3. Ms Martin is unfortunately unable to accept the invitation. Decline the invitation.

(10)

Ms Zenaida Martin thanks the chairperson and committee of the Limpopo Young Adults Forum for their kind invitation to attend a Youth Festival to celebrate Youth Day at the Peter Mokaba stadium in Polokwane on Friday 16 June 20_ at 14:00 but regrets that she is unable to attend as she has a prior engagement.

3 Church Street
PRETORIA
0023
Tel 012 701 1656

4. Your company, The Tile House, is celebrating its 25th anniversary in June. Design the formal invitation where the CEO and staff invite Mr and Mrs George Biko to a formal dinner that is to be held at the Lagoon Hotel, 101 Marine Drive in Durban on Friday 25 July at 20:00. Guests have to RSVP to Ms Gloria Simmers before 15 July. Make up all the missing information.

(10)

The CEO of The Tile House
cordially invites
Mr and Mrs George Biko
to a formal dinner to celebrate the company's
25th anniversary at the Lagoon Hotel, 101 Marine Drive,
Durban on Friday 25 July 20_ at 20:00

RSVP by 21 July
Ms Gloria Simmers
Tel 031 567 9832
gloria@thetilehouse.co.za *Dress: Black tie*

TOTAL: [40]